



STATE OF TENNESSEE
Department of General Services, Central Procurement Office

**REQUEST FOR PROPOSALS # 32110-18110
AMENDMENT # 3
FOR STATEWIDE MULTIFUNCTION DEVICES,
SCANNERS & SERVICES**

DATE: November 2, 2018

RFP # 32110-18110 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		September 20, 2018
2. Disability Accommodation Request Deadline	2:00 p.m.	September 25, 2018
3. Pre-response Conference	10:00 a.m.	September 27, 2018
4. Notice of Intent to Respond Deadline	2:00 p.m.	September 28, 2018
5. Written "Questions & Comments" Deadline	2:00 p.m.	October 3, 2018
6. State Response to Written "Questions & Comments"		November 2, 2018
7. Round 2: Written "Questions & Comments" Deadline	2:00 p.m.	November 7, 2018
8. Round 2: State Response to Written "Questions & Comments"		November 27, 2018
9. White Papers Submission Deadline	2:00 p.m.	November 30, 2018
10. Response Deadline	2:00 p.m.	December 13, 2018
11. State Completion of Technical Response Evaluations		January 14, 2019
12. State Schedules Respondent Oral Presentation		January 16, 2019
13. Respondent Oral Presentation		January 24 - 25, 2019
14. State Opening & Scoring of Cost Proposals	2:00 p.m.	January 28, 2019

15. Negotiations (Optional)		January 29 – February 12, 2019
16. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	February 14, 2019
17. End of Open File Period		February 22, 2019
18. State sends contract to Contractor for signature		February 25, 2019
19. Contractor Signature Deadline	2:00 p.m.	March 4, 2019

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

Question #	Question/Comment Location	Question/Comment	State's Response
1	RFP- Section 5.2.3.2	Will the State negotiate terms and conditions as part of the final contract with winning vendor?	The State reserves the right to conduct multiple rounds of negotiation or no negotiations at all if deemed to be in the best interest of the State. No material changes will be made to the contract and any negotiation rounds will apply to cost only.
2	RFP- Section 1.1	Based upon discussions and meetings held prior to the RFP release, it was determined that the State is currently being billed for a very high percentage more clicks than it is using. Is it in the State's best interest and its intent to end those contracts as soon as possible and move to the new model of paying only for the clicks actually used?	Authorized Users will have the option to complete their 60 month term with the current Supplier or exercise its options to terminate the rental and switch to the new contract.
3	RFP- Section 1.1	Please clarify if the State intends to award a contract to a single vendor or multiple vendors (how many).	The State reserves the right to award Category I and Category II under separate contracts if it is in the State's best interest.
4	RFP- Section 1.1	Will this be a single award or a multiple award?	The State reserves the right to award Category I and Category II under separate contracts if it is in the State's best interest.

5	RFP- Section 3.3.1.	RFP states that the bid response must not include alternate contract terms and conditions. How does a respondent identify requirements that they cannot comply with exactly as they are stated?	The "Questions & Comments" period is Respondents' opportunity to present any issues, and concerns they may have with any of the solicitation documents that may prohibit them from responding and/or alternative language it would like the State to take into consideration. Please refer to the revised Schedule of Events to view Respondent's second opportunity to submit Questions and Comments to the State. No material changes will be made to the contract and any negotiation rounds will apply to cost only. The State will not accept any redlines or alternative language after Contract award.
6	Attachment 6.10.- Workflow Description	Please define the data base platform you are using to organize and integrate the scan documents outlined in the Workflow Description.	Please see the updated questions (C1.16 and C2.15) in RFP Attachment 6.2. Secondly, Attachment 6.10 is an example workflow scenario. Please respond to Question C1.16 and C1.17 and/or C2.15 and C2.16 in a way that addresses the key points and state any assumptions that you have built into your response to the workflow solution
7	Schedule of Events	With the State's anticipated date of Oct. 26th to provide answers to vendor questions and the Response Deadline of Nov. 12 only provides two weeks to complete the Response, will the State extend the Response Deadline?	The Response Deadline has been changed to December 13, 2018.
8	Schedule of Events	The dates shown after December 31, 2018 are still listed as 2018. Shouldn't they be changed to 2019?	Yes, the State has revised the appropriate dates on the Schedule of Events to reflect 2019.
9	RFP- Section 3.1.2.1.c	Are the separate responses for Categories I & II to be packaged separately or can they be together if Vendor bidding on both?	Categories I and II may be packaged together.

10	RFP- C1.6. and C2.6.	In the "Disaster Recovery Plan," please clarify if referring to disaster to the State or the Respondent or if "Acts of God?"	The Disaster Recovery Plan should address the Contractor's plan in the event of a disaster that impacts their ability to perform the scope of services provided under the contract.
11	RFP- C1.9.	Can the State please clarify how diverse these "ad hoc" reports may be?	One example could involve the State asking the Contractor to provide information on the amount of use for a particular model offered under the contract by Authorized Users to the reduction of equipment to reflect saving after the implementation of an Authorized User's Right Sizing assessment.
12	RFP- C1.12.	The concept of auto replenishment of supplies has historically met with more negatives than positives in that supplies are either sent too frequently or too late as no one knows supply needs better than key operator. Would the State consider removing this from the RFP?	The State will not amend this requirement at this time.
13	RFP- C1.13.	Please clarify the meaning of "more open hours."	"More open hours" is referring to the normal working hours (8:00am to 4:30pm CT, Monday through Friday, excluding holidays) for which maintenance may be performed. More open hours would be anything beyond this timeframe.
14	RFP- C1.22. and C2.21.	In the event that the Vendor responds to both Categories I & II, does the State request two separate sets of references or is one set sufficient?	Respondents are asked to separate their references for Categories I and II. Respondents may use the same references for Categories I and II or may use different references for Categories I and II.
15	Attachment 6.10.- Workflow Description	With respect to attachment 6.10, the second paragraph states the server be able to use an API that can securely transmit to a desired database. Please describe the application and the database that the solution should communicate with? a. Please describe the database operating system(s) (ie.: Oracle, SQL, IBM DB2, etc.)?	The API will be dependent on the document management solution. For further information, please refer to the answer to question #6.

16	Attachment 6.10.- Workflow Description	In the document 6.10, it is mentioned that the RFP would like to include for the ability to log into the MFD or Scanner using a badge. What type(s) of badge does the State of Tennessee use currently (HID, CAC, Magstripe, etc.)?	Badge login is not utilized on the State's current contract. Attachment 6.10. is an example scenario Respondents are asked to respond. The State will provide this information to the awarded Contractor.
17	Attachment 6.10.- Workflow Description	<p>Within the attachment 6.10, it is stated that the solution should be able to scan a coversheet and the documents that are associated. Please provide details to what information the coversheet will need to include?</p> <p>a. Does the coversheet information change from document to document?</p> <p>i. If so, how many different document types are there within your environment?</p> <p>b. Does the coversheet information change from department to department?</p> <p>i. If so, how many different departments will require this functionality?</p>	Yes, the coversheet would change (i.e., there is no standard coversheet), but it would be agency specific. As such, the State does not have sufficient information to answer your questions related to coversheets.
18	Attachment 6.10.- Workflow Description	<p>Attachment 6.10 states that the provided solution be able to integrate with your existing document storage project based on a SaaS platform. Please provide the following details on the solution:</p> <p>a. The name of the application?</p> <p>b. Database operating system?</p> <p>c. Number of users?</p> <p>i. Are they named or concurrent</p> <p>ii. Are any of the users Read Only?</p> <p>iii. How are the users saving documents to this system currently (please provide details)?</p>	Please refer to the answer to question #6.
19	Attachment 6.10.- Workflow Description	<p>Attachment 6.10 states that the provided solution be able to integrate with your existing document storage project based on a SaaS platform. Please provide the following details on the solution:</p> <p>a. The name of the application?</p> <p>b. Database operating system?</p> <p>c. Number of users?</p> <p>i. Are they named or concurrent</p> <p>ii. Are any of the users Read Only?</p> <p>iii. How are the users saving documents to this system currently (please provide details)?</p>	Please refer to the answer to question #6.

20	Attachment 6.10.- Workflow Description	<p>In Attachment 6.10, it is stated that the solution will reside on premise using the State of Tennessee's Data Center. Please provide details on this environment:</p> <p>a. Are the servers physical or virtual?</p> <p>i. If Physical, please provide details on the operating systems that they operate on? (Please provide all details)</p> <p>ii. If virtual, please provide details on the platform that they run on (Hyper V, VMware, other)?</p> <p>b. Do you have a Disaster Recovery plan and if so, please provide details?</p> <p>c. What is the bandwidth between each location (please provide details on the broadband connections as well)?</p>	<p>The State has both virtual and physical servers. The remainder of the answer to your question will be shared with the awarded Contractor. For further information, please refer to the answer to question #6.</p>
21	Attachment 6.10.- Workflow Description	<p>With respect to your network, are all users on the same domain or are multiple domains present within your environment?</p> <p>a. If there are multiple domains, are there Trusts between them?</p>	<p>State Authorized Users are on the same domain. Please refer to the answer to question #6.</p>
22	Attachment 6.10.- Workflow Description	<p>How many print servers do you have currently in the environment? (please provide details)</p>	<p>At the State level, no existing printer servers are applicable to this contract. There may be applicable print servers at the agency level. This information will be gathered and shared with the awarded Contractor. For further information, please refer to the answer to question #6.</p>
23	Attachment 6.2.- C1.18.	<p>In item reference C1.18, Can you clarify the need stated? Will this be for both Scanning and secure print?</p>	<p>Item C1.18 asks the Respondent to outline its ability to integrate workflow solutions for MFDs currently in the State's fleet. Item C2.17 asks the same question but for the scanners currently in the State's fleet.</p>

24	RFP- Section 3.6	Can we bid optional accessories outside of the required options by the state If so; can they be included as a separate attachment?	Please refer to Section 3.6. of the RFP which states, "If a response offers goods or services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP. Notwithstanding the foregoing, a Respondent must not propose any additional cost amounts or rates for additional goods or services. Regardless of any additional services offered in a response, the Respondent's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information."
25	RFP- Section 4.4.	Can a contractor authorize dealers to accept orders and invoice customers under this contract?	Awarded Contractor(s) may authorize dealers to accept orders, however invoices are to be sent from the Contractor and payments will be made to the Contractor. Any authorized dealer the Contractor wishes to use must be approved by the State as a subcontractor in accordance with Pro Forma Contract Section D.
26	RFP- Section A.4. & A.5.	The credit reference and credit bureau check seem to apply to small businesses. Could a large corporation provide copies of our annual report which contain audited financial statements?	The State has added an additional credit rating option to RFP Section A.5.
27	RFP- Section B.15.	If contractors are not allowed to let their authorized dealers sell directly to the state, and invoice the state, how can we meet the diversity goals?	Please refer to the answer to question #25.
28	RFP- Section B.15.d.	Our Company does not track our employees by ethnicity or gender so we cannot provide that information. There are no state or federal regulations requiring this type of tracking. Will our bid still be considered responsive?	Yes, the response will still be considered responsive by indicating the reason for not providing the information to this question.
29	ProForma- Section D.7	Will the State give the Contractor written notice of a performance issue and a reasonable opportunity to cure that issue, prior to terminating for cause?	Yes, please see revised Section D.7. of ProForma.

30	ProForma- Section E.3	Pro forma contract states that the State gets title to the goods provided by the Contractor. Please confirm that that does not apply to rental equipment.	Section E.3. of the ProForma is in regards to equipment purchased by the Authorized User.
31	ProForma- Section E. 7	Certain options/accessories (particularly, software solutions) can have specific terms that apply to them, and that only generate when those options are ordered. How is that to be handled, given the restriction of subsection E.7 of the pro forma contract?	Any additional language required (for example, for third party software), must be submitted with the proposal to be included with evaluation. No extraneous terms and conditions may be submitted after Contract award. Please refer to Section E.5.- Software License Warranty of the ProForma.
32	ProForma- Section A.12	Is the State expecting to have a 5-year warranty (subsection A.12 of the pro forma contract) included in the price of purchased equipment, or is that warranty intended to be covered through a maintenance agreement?	The warranty for all equipment purchased by the Authorized User shall be for a term no less than 60 months. The warranty is to be covered through the maintenance agreement.
33	ProForma- Section A.2.a.2.	Will the State modify 70PPM requirement (B&W Segment 5) to 60PPM?	The State is unwilling to make your requested change at this time.
34	ProForma- Section A.2.a.1.	Can the State clarify what is required by Section 508 compliancy at the device level?	The State does not have specific guidelines at the device level. The State will also note that multi-function devices are defined by Section 508 of the Rehabilitation Act to be of Closed Functionality (i.e., [devices that have] characteristics that limit functionality or prevent a user from attaching or installing assistive technology). As Closed devices, they fall under the guidelines of Chapter 4, Hardware, Section 402 which states: "Information and Communication Technology (ICT) with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402." For more information, please visit https://www.access-board.gov/guidelines-and-

			standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general.
35	ProForma- Section A.4.	Will the State provide the contractor agency contact information for offering the initial assessment?	Yes, agency contact information will be provided to the awarded Contractor for Category I- Multifunction Devices.
36	ProForma- Section A.2.a.	Which segments are required as A3 devices (11 x 17) ? Which of these are required as A4 devices?	The State requires Respondents to propose equipment that has the capacity to handle paper sizes for A3 and A4 devices. The term A3/A4 has been changed to "A3 and A4 Capacity MFD"
37	ProForma- Section A.2.a.1.	This section implies either A3 or A4 devices can be proposed/bid on any color or black and white category. Can you confirm?	Please refer to the answer to question #36 for color and black and white devices.
38	ProForma- Section A.2.a.2.j	The state is requiring Automatic Reversing Document Feeder as a standard feature. Most manufacturers have moved away from this standard to a "Single Pass Duplex Scanning Automatic Document Feeder". Automatic Reversing Document Feeders must feed the sheet through, then flip the page, then feed it back through in reverse. This is twice as slow as Single Pass Duplex Scanning and more prone to jam. Will the state change this requirement to simply read: "Automatic Document Feeder"? This will allow either technologies.	The State has accepted the request to change the Standard requirement from "Automatic Reversing Document" to "Automatic Document Feeder".
39	ProForma- Section A.2.a.3.	3-Hole Punch and Staple Finisher options are intended for high-volume category devices. Making this an optional requirement on lower-end devices (Category 1 and 2) will force the responders to bid higher-end, more expensive machines in the low-volume segments, which will increase the cost and reduce the number of unique devices bid. Will the state remove this optional requirement from Categories 1 & 2 B&W and Categories 1 & 2 for color? Making this change will give the agencies more options, lower the state's cost, and increase participation for the bid.	The State will not amend this requirement at this time.
40	ProForma- Section A.7.a.	Will the state accept proposals that include a next business day repair service strategy for agency locations with redundant devices?	The State will not amend this requirement at this time.

41	ProForma- Section A.2.a.3.	Will the State please clarify that the Required Options are only to be available and priced separately if not standard? For instance, if a departmental analysis determines features such as staple, fax, hole punch are not needed on some machines but are included at another nearby device when needed, excluding those features would be one way to reduce costs in the new contract.	Yes, the required options are only to be priced separately if it is not standard for the equipment.
42	ProForma- Section A.2.a.2.o.	Will the State please clarify the Section 508 and required options specifications for the Category II Scanners?	Please refer to the answer to question #34.
43	ProForma- Section A.2.a.3.l	Will the State please define the minimum RAM requirements? There is currently a requirement for RAM upgrades. Some of our models do not offer RAM expansion but already come with 4 to 8 GB RAM. Our experience with customers is that even 2 GB proven to be more than sufficient to handle the jobs processed through the machine.	The State has removed the requirement for RAM upgrades / expandability as a Required Option. There is now a minimum RAM requirement for each machine segment in Category I and Category II. The State has also revised Attachments 6.3.- Cost Proposal and 6.6.- ProForma Contract.
44	ProForma- Section A.4.2	In order to fulfill the requirements in Section A.4. will the State be providing the cost information from the current vendor so that A.4.2 Items 2 and 4 can be calculated and presented to the State?	Yes, the State will provide reporting information from the current Contractor to the awarded Contractor.
45	ProForma- Section A.6.	Is it correct that the new vendor's reporting requirements listed in Section A.6. are to include only devices placed under the new contract and not those that remain with the current vendor?	Yes, this is correct.
46	ProForma- Section C.1.	Does the \$17,028,643 estimated financial liability include only State agencies, or does it also include non-State organizations that utilize the contract?	The estimated liability is inclusive of State agencies only.
47	ProForma- Section A.7.b.1.	If a vendor proposes the same Canon brand that is currently in place, how will the State assist both vendors to ensure that any toner or other supplies such as staples are used only in each other's respective machines?	Any equipment, supplies, and services to be furnished under this Contract shall be ordered by issuance of a Purchase Order document or Purchase Order number. The Purchase Order will indicate the machine plus options to be purchased or rented and shall include the details outlined in subsections i. through v.

48	ProForma- Section A. 7.b.2. & A.7.c.	If the term of any given machines rental agreement is completed, will the new vendor be held responsible for a loss of productivity if a replacement machine was removed before the new vendor installs a replacement machine?	The awarded Contractor(s) must deliver all equipment within thirty (30) days of Purchase Order issue. In the event the Contractor(s) fails to meet the requested delivery date, the Authorized User may cancel such order at that time, provided equipment has not been shipped from the Contractor(s)'s warehouse. Please refer to ProForma Sections A.7.b.2 and A.7.
49	ProForma- Section A.7.d.3.	If a just in time delivery method of toner replacement is offered and effective, will the State remove the requirement to leave an extra toner cartridge for every device? For instance, if three identical machines are placed in a department, will one back up toner at a centralized location of be acceptable?	No, the State requires there be a back-up toner cartridge left with the Authorized User for each machine.
50	ProForma- Section A.7.e.8.	Is it correct that the three or more service call condition under the Maintenance Item 8 requirement is defined as three or more visits for the same issue within the rolling 30 day period?	No, any equipment that requires three (3) or more service calls within a thirty (30) day rolling time period is defined as non-performing (defective) equipment.
51	ProForma- Section D.6.	Will the State please clarify if the rental agreements with non-State agencies, schools, etc. are cancellable for convenience if it is in their best interest to do so and move the new model of only paying for copies that are used?	All Authorized Users with rental agreements under the SWC fall under the terms and conditions of the contract. The State cannot speak on behalf of non-State Authorized Users as it is unaware of their internal procurement processes.
52	ProForma- Section C.10.	Regarding the 1% fee listed in Section C.10 will the State please clarify a. Is the fee assessed for equipment payments? The variable volumes of copies used will make it very difficult to accurately bill service 'click' payments, and other random billable fees such as consulting, specific software solutions? b. If the 1% fee is assessed for more than the equipment payments or purchases, will the State please reconsider and assess the fee to only equipment payments? c. Will the quarterly payments be due each quarter for the equipment placed by the new vendor and grow as more machines are added? d. Is it correct that the State does not require the vendor to pay a 1% fee back to the State when a non-State government office, school, or non-profit uses this contract pricing and terms?	a. The 1% administrative fee is to be assessed on the cost of all goods and/or services purchased under this Contract. b. Please see response to A. above. c. The fee is due to the State no later than forty-five (45) days after the end of the specified reporting period for all goods and/or services purchased under this Contract during the quarter. d. The 1% administrative

		e. Is the 1% fee due for all amounts billed or only for the amounts received from accounts billed?	fee is for all goods and/or services purchased under this Contract by all Authorized Users. e. The administrative fee is for amounts billed.
53	ProForma- Section C.9.	If the State uses a P-Card, are there any fees associated with it that the vendor will be required to absorb or rebate back to the State?	The State of Tennessee's bank may charge fees up to 4% of the total purchase cost.
54	ProForma- Section A.6.	Will the State please provide a sample report that encompasses the information expected and the required or desired format?	The State will provide the awarded Contractor(s) with a Microsoft Excel template to complete.
55	ProForma- Section	It is assumed that the vendor is only responsible for gathering and reporting devices that are connected to the network, is that correct?	The Contractor is responsible for gathering data on all of its equipment.
56	ProForma- Section C.1. & C.2.	The Rental terms are slightly unclear. The term of the contract is stated to be 36 months with up to two 12 month extensions. However, all of the pricing is required to be given in 60 month terms. Will the State please clarify the difference?	The term of the contract(s) is 36 months with up to seven (7) twelve (12) month renewal options and the awarded contract(s) is compensation firm. This means that the pricing provided in a Respondent's Cost Proposal will not change during the term of the contract.
57	ProForma- Section A.4.	Will the State provide an awarded vendor with contact information for each agency and authorized user in order to comply with the requirement for offering an initial assessment as required by section A.4.?	Yes, agency contact information will be provided to the awarded Contractor for Category I- Multifunction Devices.
58	ProForma- Section D.6.	Please describe the circumstances that may have led to early termination of rental equipment placements during the term of the current contract.	From time to time a State agency may move or consolidate its office space reducing the need for the number of machines it initially rented.
59	ProForma- Section A.2.	Item A.2.a States Category I MFDs (A3/A4) Are you requesting A3 units in each category or will you allow A4 units?	Please refer to the answer to question #36.
60	Proforma Subsection D. 5.	Full rental flexibility for the entire fleet carries a significant price uplift. Is the State willing to limit its use of the rental cancel flexibility in order to get a more favorable price (e.g., cap it at 10% of fleet for cancel for convenience with no early termination charges)?	No, at this time, the State will not limit its use of the rental cancel flexibility.
61	Proforma- Subsection D. 5.	The RFP States "If the State Agency misjudges the need for a machine, it will not be allowed to return such machine and cancel its rental without prior approval of the State." How many devices were returned by the State during the current contract? How many devices were returned by the State during the last 12 months? If you don't have an exact count, please provide an estimate.	To date, there have been 139 rental agreements terminated prior to the end of the contract term. 42 of those have occurred in the last 12 months.

62	ProForma- Section A.2.	On the Cost Proposal 6.3 the State asks the "Respondent to provide at least one new qualifying machine for each segment". Also, in the Proforma the State describes under section A2. "All machines procured under this Contract shall be new and unused." - Please explain what the state considers to be the definition of new equipment.	New equipment shall be defined as equipment not previously used with all of the original parts installed by the manufacturer.
63	ProForma- A.2.a.3.k.	Please clarify K "Automatic Refill of Toner Cartridges."	This is a required option for MFDs that automatically orders new toner cartridges for Authorized Users when more toner is needed, ensuring no downtime due to insufficient toner.
64	ProForma- A.2.b.3.e.	Please clarify, "Plastic Card Scanning."	This means scanning of plastic cards such as IDs.
65	ProForma- A.4.1.	Assessment recommendations are to justify "swapping current owned equipment." When approaching a department they may very likely have machines from current contract (39769) which are to have a term of five years from date of installation. These machines that still have term will be protected per the terms of 400 #39769, correct?	Yes, machines covered by the current contract are covered under the contract's Terms and Conditions. Authorized Users will have the option to complete their 60 month term with the current Supplier or cancel the current rental and switch to the new contract awarded as a result of this solicitation.
66	ProForma- A.6.c.	Will the State please clarify with examples of what types of "custom reports" that they may request?	Please refer to the answer to question #11.
67	ProForma- A.7.d.	Please add "except for paper" to this.	Language has been added to ProForma- Section A.7.d.2.
68	ProForma- A.7.e.6.	If user becomes dissatisfied with a technician, can Contractor first have the opportunity to intervene and mediate the situation first?	The following language has been added to ProForma A.7.e.6.: after the Contractor(s) have been given an opportunity to remedy the issue the Authorized User had with the technician dispatched to their location.
69	ProForma- A.10.2.	Equipment Substitution: Point #2 indicates that Contractor can increase cost of substituted equipment by up to 10%. Is that a correct understanding?	Yes, as long as the increase is justified and processed in accordance with the Terms and Conditions of the Contract.
70	ProForma- B.1.	Effective date stated as "December 4, 2018 when RFP Schedule of Events states that Contract signature deadline is Jan. 30, 2019.	The State has revised the Term of Contract dates.

71	ProForma- C.10.	Administrative Fee: Is the State concerned that this 1% Admin Fee will simply raise the overall cost of goods and services to the agencies in the Contractors attempts to offset the impact?	The State believes the incorporation of this admin fee is in its best financial interest of the State.
72	ProForma- D.15.	Can the State please clarify what it means by "Progress Reports?"	While there is no standard "Progress Report," generally progress reports are brief, periodic updates that may be requested by the State. This is a standard contract term that reserves the right for the State to request summaries, status updates, or additional information from the Contractor and is typically related to a specific situation needing resolution or particular topic of concern or interest.
73	ProForma- Section B	To verify...each procured unit stays in for 36 months from its installation date regardless of year procured. So a unit procured in month 24 of the contract would stay installed for 36 months extending this contract terms and conditions for a total of 60 months. Is that an accurate interpretation of the state's intention?	Using the example provided, the equipment rented in month 24 of the contract may enter into a 36 month rental agreement and extend up to 60 months if all renewal options are executed. However, the Authorized User will have the option to complete the rental agreement or terminate the rental agreement for convenience.

74	ProForma- Section D.34.	<p>Would the State consider the following changes? Contractor(s) shall maintain insurance coverage as specified in this Section. The State reserves the right to amend or require additional insurance coverage, coverage amounts, and endorsements required under this Contract, with the approval of Contractor, which shall not be unreasonably withheld.</p> <p>Contractor(s)'s failure to maintain or submit evidence of insurance coverage, as required, after 20 business days advance written notice from the State and Contractor's failure to cure same, is a material breach of this Contract. All insurance companies providing coverage must be: (a) reasonably acceptable to the State; (b) authorized by the Tennessee Department of Commerce and Insurance ("TDCI"); and (c) rated A- / VII or better by A.M. Best. All coverage (except worker's compensation) must be on a primary basis and noncontributory with any other insurance or self-insurance carried by the State.</p> <p>[CSA can provide umbrella insurance for General, Employer and Auto Liability with limits of \$5,000,000 which follows the form of the underlying policies.]</p> <p>Contractor(s) shall provide the COI ten (10) business days prior to the Effective Date and again before renewal or replacement of coverage. [Depending on circumstances, sometimes policies are bound less than 30 days prior to renewal or replacement]</p> <p>The parties agree that failure to provide evidence of insurance coverage as required, after 20 business days advance written notice from the State and Contractor's failure to cure same, is a material breach of this Contract.</p>	<p>The State did not accept all suggested changes. Please see accepted changes in the revised Section D.34. -Insurance in ProForma.</p>
75	ProForma- Section A.3.	Can the state please provide more detail on what will be required for consulting services so that we better understand this role?	The consulting services will be used to assist Authorized Users in developing workflow solutions that will integrate with the Authorized User's fleet.
76	ProForma- Section A.7.	Is the state expecting the awarded vendor to service other manufacturer's machines?	No, Contractor(s) are only to service the machines it furnishes under its contract.
77	ProForma- Section A.7.a.	How does the state plan to track the SLA for the 4 hour response time?	Authorized Users will track response time per Section A.7.a. on a spreadsheet that tracks and inputs the time from when the call is made to the Contractor(s)'s dispatch department until the time the technician arrives at the individual

			location.
78	ProForma- Section A.7.d.	Would use of non OEM supplies be allowable?	Non Original Equipment Manufacturer ("OEM") supplies are not allowed under this contract as the State requires that all equipment be new and unused.
79	ProForma- Section A.8.	Can the state provide more detail on the participation requirement for Contractor's in the TN SmartShop initiative? Also, can you please provide what information is on this site concerning a vendor, and who is responsible for providing this information?	The State has removed the requirement for awarded Contractors to participate in the TN SmartShop as it is not a good fit for every Supplier. Should the Supplier have an emarketplace (a retail website), or a catalog of items that can be hosted as an Excel spreadsheet, TN SmartShop may be a great way to increase sales and leverage spend for local government.
80	ProForma- Section D.5.	If the state no longer requires the use of a machine, can the machine be placed in another agency within the State of TN?	Yes, if an agency no longer has use for equipment and the Contractor has received a request for the equipment from another agency, upon approval from both agencies, the Contractor may move the equipment to the requesting agency's location.
81	ProForma- Section D.6.	Cancellation for convenience will prevent vendors from taking sales treatment which in turn allows the vendor to provide the State with the best possible pricing.	The State is unwilling to make your requested change at this time.
82	ProForma- Section D.7.	Will the state give Contractor's the opportunity to "cure" any contract violation before terminating the contract?	Please refer to the answer to question #29.
83	ProForma- Section C.5.b.2.	This section states that invoices shall only be submitted for completed service and shall not include any charge for future work. Can the state provide an explanation on how this would work with maintenance agreements?	In order to properly invoice Authorized Users, the Contractor(s) will calculate all costs associated with rental cost for the month and invoice the following month. Maintenance agreements will be invoiced the following month after service has been rendered.

84	ProForma- Section C.5.c	Invoices are traditionally counted as “received” when mailed or emailed to customer. Vendors have no way of knowing when a state receives and invoice. Please change to when postmarked or sent via electronic date.	The State is unwilling to make your requested change at this time.
85	ProForma- Section C.5.b.3.	This section states that the vendor shall not include sales tax. Will the state be providing the vendor with tax exempt certificates? Can a vendor require an agency to provide the certificate upon receipt of the purchase order?	The Central Procurement Office will provide the awarded Contractor(s) with the State of Tennessee's Certificate of Exemption which will apply to all State agencies.
86	ProForma- Section C.9.a.2.	Can the state please provide what information is required for level III data reporting?	Some examples of information required for level III data reporting are transaction amount, date, item description, merchant code, invoice number, item product code, item description, item quantity, item unit of measure, etc.
87	Attachment 6.3.- Cost Proposal	Will the State relax the 3 hole punch required option for A4 devices that are bid?	The State is unwilling to make your requested change at this time.
88	Attachment 6.9.- Information on Current Fleet	Can you provide the actual monthly volumes (i.e. page counts) or life-time volumes, vs. suggested? This is critical information and gives your incumbent an unfair advantage in responding to this bid. They are making informed decisions whereas everyone else is having to guess. Capturing page counts is a rudimentary function that can be easily accomplished.	The State has revised Attachment 6.9.- Information on Current MFD Fleet to include the requested information. This information was not generated by the State and therefore the State is not able to certify its accuracy.
89	Attachment 6.3.- Cost Proposal	The Cost Proposal instructions state that at least one model must be provided per Category. This implies that more than one model is acceptable. Where should the responding vendors place the information for additional models in any given category?	Respondents may only bid one model per segment. The language in the Cost Proposal instruction has been changed to read: The State of Tennessee requires that each Respondent provide one new, qualifying machine for each segment (both rental and purchase) in the Cost Proposal.
90	Attachment 6.3.- Cost Proposal	The Cost Proposal instructions seem to indicate that it is not permissible to ‘no bid’ any Categories and still be considered responsive? Is that correct?	Respondents must bid on all machines within a particular category. Per the instructions in Attachment 6.3, "There are two categories: 1. Multi-Function Devices (A3 and A4 Capacity MFD) and 2. Scanners. Each category will be scored individually and awarded separately. Respondents are required

			to respond to at least one category, but may respond to both."
91	Attachment 6.3.- Cost Proposal	Will the State please clarify if the software add-on is to be available but not included in the base machine pricing? The inclusion of a separate pricing grid on the Cost Summary tab seem to indicate so.	The software is not to be included in the base machine pricing.
92	Attachment 6.3.- Cost Proposal	Will the State please consider all of the "Required Options" "Available Options at additional Price" and moving any specific items such as staple and hole punch up to the Minimum Specifications section for the faster models that are more likely to be needed for workflow requirements?	The State will not amend this requirement at this time.
93	Attachment 6.3.- Cost Proposal	Will a response of N in any given Segment Minimum Specs result in a non-responsive offer?	Per Attachment 6.3, tab B, Respondents must, "propose a model for each segment listed below. Ensure that the proposed model meets or exceeds the minimum specifications. Failure to meet any minimum specifications from this worksheet may result in rejection of your proposal."
94	Attachment 6.3.- Cost Proposal	Will a response of "Not Available" in any of the Required Options result in a non-responsive offer?	Yes, all machines in a Respondent's proposal must have the required options available.
95	Attachment 6.3.- Cost Proposal	If one of the required options is standard, may the vendor type in "included"? Doing so does not seem to invalidate the formulae pulling totals into the Cost Summary.	Respondents should answer "Yes" to options available with the proposed machine regardless of if it comes as a standard feature.
96	Attachment 6.3.- Cost Proposal	Are the Consulting Services in A.3. to be included in the pricing of both rental and purchased machines?	Consulting Services are to only be entered under tab E. Software, in the Cost Proposal and not included in the rental and purchase cost of the machines in the Cost Proposal.
97	Attachment 6.3.- Cost Proposal	We think we understand that the "List Price" for MFD Purchase means the retail price or some other catalog price and the Purchase Price is the price the vendor is extending to the State. Is that correct?	Yes, the "List Price" is the cost the Respondent would charge commercially and the "Purchase Price" is the cost extended to Authorized Users.

98	Attachment 6.3.- Cost Proposal	Regarding MFD Rentals, we are unclear what to put in the List Price cells? Will the State please clarify what vendors are required to place in those cells?	Please refer to the answer to question #97.																																										
99	Attachment 6.3.- Cost Proposal	<p>We do not quite understand the Minimum Accessory Pricing for the MFD Rental tab. Is it correct that the below model is accurate?</p> <table><tr><th colspan="2">Black & White I</th></tr><tr><td colspan="2">20 PPM</td></tr><tr><td colspan="2">0</td></tr><tr><td colspan="2">0</td></tr></table> <table><tr><th>List Price</th><th>Rental Price</th></tr><tr><td>\$ Retail Cash Price? -</td><td>Monthly fee based upon 60 month term?</td></tr><tr><td>\$</td><td>-</td></tr><tr><td colspan="2">\$0.0100</td></tr><tr><td colspan="2">N/A</td></tr></table> <table><tr><th colspan="2">Black & White I</th></tr><tr><th>Required Accessory</th><th>Rental Price</th></tr><tr><td>Staple Finisher</td><td>Monthly PMT</td></tr><tr><td>Fax Board</td><td>Monthly PMT</td></tr><tr><td>Additional Output Tray</td><td>Monthly PMT</td></tr><tr><td>HID Card Scanner</td><td>Monthly PMT</td></tr><tr><td>Tracking Software</td><td>Monthly PMT</td></tr><tr><td>PostScript</td><td>Monthly PMT</td></tr><tr><td>OCR</td><td>Monthly PMT</td></tr><tr><td>Data Encryption</td><td>Monthly PMT</td></tr><tr><td>3 Hole Punch</td><td>Monthly PMT</td></tr><tr><td>Automatic refill of toner</td><td>Monthly PMT</td></tr></table>	Black & White I		20 PPM		0		0		List Price	Rental Price	\$ Retail Cash Price? -	Monthly fee based upon 60 month term?	\$	-	\$0.0100		N/A		Black & White I		Required Accessory	Rental Price	Staple Finisher	Monthly PMT	Fax Board	Monthly PMT	Additional Output Tray	Monthly PMT	HID Card Scanner	Monthly PMT	Tracking Software	Monthly PMT	PostScript	Monthly PMT	OCR	Monthly PMT	Data Encryption	Monthly PMT	3 Hole Punch	Monthly PMT	Automatic refill of toner	Monthly PMT	<p>Minimum Accessory Pricing is an area to be filled in in the case where a Respondent's base level machine does not already come with all minimum specifications as standard. For example, if your proposed B&W I machine does not come standard with "Email Address lookup to Active Directory" (which is a minimum specification), you would list that and its price in the "Minimum Accessory Pricing" section of tabs C1 and C2 in Attachment 6.3.</p>
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100	Attachment 6.3.- Cost Proposal	There are two more line items under Segment Minimum Specs that do not have spaces here to include all from Section A.2.. Some of the Required Options might be considered parts of the Software Tab pricing. Will the State please consider expanding lines to the Required Option?	The State has added additional lines to the tabs in the Cost Proposal to reflect the Segment Minimum Specifications in ProForma A.2.																																										
101	Attachment 6.3.- Cost Proposal	The scoring sheet seems to be adding up the amounts listed under required options and multiplying it by the total number of projected machines in order to arrive at a Segment Total. We are unclear why the State is requiring optional items on all machine which will not be required by all departments – let alone calculating them into a total. Will the State please clarify the scoring methodology?	The State has confirmed that the formulas are correct.																																										

102	Attachment 6.3.- Cost Proposal	Will the State please consider creating separate pricing grids for the Custom Workflow and Consulting Services on Tab E to allow a Vendors to bid different prices for Scanners and MFD's? They are not necessarily the same.	The State has accepted the request to separate the pricing for the Custom Workflow and Consulting Services for MFDs and Scanners.
103	Attachment 6.3.- Cost Proposal	The Custom Workflow prices on Tab A do not pull in the prices entered in Tab E. Will the State please review the formula(s) for that grid?	The figures from tab E are represented in tab A in columns K-M in Category I (MFDs) and in columns G-L in Category II (Scanners).
104	Attachment 6.3.- Cost Proposal	The State may wish to note that the Cells on Tab A are not locked and might be unintentionally overwritten instead of pulling data in from the other pricing tabs.	The State has locked the cells on Tab A and has reissued Attachment 6.3. Cost Proposal with all of the changes resulting from the Question and Answer period.
105	Attachment 6.3.- Cost Proposal	Please clarify if the State is requesting a single equipment model for each segment or if a vendor may offer more than one equipment model for each segment.	Respondents may only bid one model per segment.
106	Attachment 6.3.- Cost Proposal	Balancing the States total cost of ownership reduction request and the fact that the State's current environment has approximately 95% A3 (11X17 capable devices) today, how should all vendors identify whether or not the State intends for us to respond with an A4 (max paper size 8 1/2 X 14 only) versus A3 (max paper size 11X17) capable devices for each segment?	Please refer to the answer to question #36.
107	Attachment 6.3.- Cost Proposal	In Cat 1 the volume is such that typically doesn't require 3-hole punch which adds additional and unnecessary cost, please confirm this is a requirement for the state for Cat 1.	Please refer to the answer to question #39.
108	Attachment 6.3.- Cost Proposal	In Cat 1 the volume is such that typically doesn't require stapling which adds additional and unnecessary cost, please confirm this is a requirement for the state for Cat. 1.	Please refer to the answer to question #39.
109	Attachment 6.3.- Cost Proposal	The industry is moving temporary storage in printers and MFPs on to eMMC and Solid-State Drives. All this storage is encrypted. The State has a requirement for traditional hard disk drives. Considering the State has some of these type devices installed currently per Attachment 6.9, can this requirement be relaxed for the lower speed devices?	Please see the updated minimum requirements in the ProForma and Attachment 6.3.- Cost Proposal concerning this question. The State is now accepting Hard Disk Drives, eMMC, or Solid State Drives.
110	Attachment 6.10.- Workflow Description	Please define the data base platform you are using to organize and integrate the scan documents outlined in the Workflow Description.	One platform the State is currently using for this purpose is Box.com. However, Attachment 6.10 is an example workflow scenario. Please respond to Question C1.16 and C1.17 and/or C2.15 and C2.16 in a way that addresses the key points

			and state any assumptions that you have built into your response to the workflow solution. Please also see the updated questions (C1.16 and C2.15) in RFP Attachment 6.2.
111	Attachment 6.3.- Cost Proposal	There are no Segment volume bands listed that indicate where the State expects the users to operate within. Can that please be clarified and will the State hold the users to some type of <u>minimum usage</u> given the “cost-per-copy” nature of this RFP?	The State will not commit to any minimum usage levels at this time.
112	Attachment 6.3.- Cost Proposal	Minimum Requirements vs. Required Options: In both the Attachment C and the Attachment 6.3 Cost Proposal there are fields for pricing the basic rental or purchase of the machine as defined in sect A.2.2 of the ProForma. Then, beneath that pricing field is a request for “Minimum Accessory Pricing.” When adding cost to those fields the cost of the basic rental is increased. Question: Do you mean to say that you want the Accessory pricing here to actually be the “Required Options” as described in ProForma A.2.3?	Please refer to the response to question #99.
113	Attachment 6.3.- Cost Proposal	There is only one cost entry that can be entered to represent each Manufacturer’s model per segment. In the Pro Forma under A. Scope A.2 Category 1 – MFD’s the option is both A3 and A4 models. Can the state provide the minimum and maximum output sizes and input sizes for each segment?	Please refer to the answer to question #36.
114	Attachment 6.3.- Cost Proposal	Can we add our own attachment for additional software solutions? There are not enough lines available on the protected sheet.	No, the State has increased the number of lines to the Software tab.
115	Attachment 6.3.- Cost Proposal	Can the state elaborate as to what proprietary applications and databases are in place in which departments?	Proprietary applications and databases are not utilized on the State’s current contract. The State will provide the requested information to the awarded Contractor.
116	Attachment 6.3.- Cost Proposal	How many of these applications are in place and in scope for this RFP?	Please refer to the answer to question #115.
117	Attachment 6.3.- Cost Proposal	Are any applications referenced COTS (Commercial off the Shelf) or are all proprietary?	Please refer to the answer to question #115.
118	Attachment 6.3.- Cost Proposal	If there are COTS applications in place, please advise the software name and version installed.	Please refer to the answer to question #115.
119	Attachment 6.3.- Cost Proposal	What database platforms are utilized for these applications?	Please refer to the answer to question #115.
120	Attachment 6.3.- Cost Proposal	Are all the databases ODBC compliant, e.g. SQL, Oracle, etc...?	Please refer to the answer to question #115.

121	Attachment 6.3.- Cost Proposal	For metadata, would cover pages with barcoding or zonal OCR (or both) be preferred?	Please refer to the answer to question #115.
122	Attachment 6.3.- Cost Proposal	Would the state consider touch panel integration with validation to the existing databases for metadata fields as well?	Please refer to the answer to question #115.
123	Attachment 6.3.- Cost Proposal	Do these applications integrate with an accompanied XML file with the scan from a specific network watch folder?	Please refer to the answer to question #115.
124	Attachment 6.3.- Cost Proposal	What document management software systems are in use today?	The State does not currently have an enterprise-wide document management software system under contract. Some agencies currently have the follow me print and card authentication on their equipment, but this is not uniform among all agencies.
125	General	Does the State require all new devices to be compatible with current Uniflow print management solution?	The State requires that all new devices have the capability to utilize a print management solution.
126	General	Will awarded vendor be responsible for managing existing fleet as well as the devices placed under this contract?	No, the Contractor(s) awarded as a result of this RFP is only responsible for servicing and maintaining its equipment and not the equipment belonging to the incumbent.
127	General	How many and which agencies are now under the current contract?	The following 22 State agencies are currently utilizing the SWC: Transportation, Correction, Children Service's, Environment and Conservation, Health, Human Services, Commerce and Insurance, Education, Agriculture, TennCare, Veterans Services, Military, Children Services, Treasury, Safety and Homeland Security, Financial Institutions, Tourist Development, Intellectual and Developmental Disabilities, Finance & Administration, General Services, Labor & Workforce Development, and Mental Health and Substance Abuse Services.

128	General	What is the remaining term - by agency - for those currently under contract?	The agreements are for each machine, not for each agency as a whole. Each State agency has multiple machines at multiple locations. These rental agreements were not necessarily entered into with the Contractor on the same date. Respondents may refer to the "install date" column on Attachment 6.9.- Information on Current Fleet, to calculate the approximate expiration date for the existing machines.
129	General	During the pre-bid meeting, it was stated that the current leases will remain in effect until the completion of a full 60 Month term regardless of when the lease was signed. Cannot the State issue its right to cancellation for cause as listed on Page 13, Item D.3 of the Current contract?	The statement made during the Pre-Proposal conference was that the current rental terms for Authorized Users was 60 months. Authorized Users will have the option to complete their 60 month term with the current Supplier or cancel the current rental and switch to the new contract awarded as a result of this solicitation.
130	General	During the pre-bid meeting it was stated that no State department or agency will be required to participate in an assessment and recommendation to potentially streamline its equipment. If a department decides to forgo the assessment and keeps the current vendor's equipment in place how will the State reconcile reporting, software issues, and other potential conflicts or confusion?	Awarded Contractor(s) will be given a Purchase Order for equipment rented under this Contract. The State will deal directly with the awarded Contractor(s) of the equipment rented to get any and all necessary reports and to resolve any issues that may arise. Awarded Contractors are not responsible for any issues with current equipment.
131	General	If a department engages the new vendor to perform an assessment, and the new vendor's recommendation is accepted and agreed to that all of the current vendor's equipment should be removed and replaced, is it correct that the cancellation for cause will be executed?	No, Authorized Users will have the option to complete their 60 month term with the current Supplier or exercise its options to terminate the rental charges and switch to the new contract.

132	General	Is it correct that the State will provide specific key personnel contact information and floor plans showing current equipment locations, workstations, and other information to the vendor before assessments begin?	The State will provide key personnel contact information to the awarded Contractor. The Contractor will be responsible for assessing the agencies' locations and identifying where the current MFDs are located in order to make a recommendation.
133	General	The Cost Proposal instructions state that at least one new qualifying machine must be listed for each category. If a manufacturer's equipment models do not encompass all speed ratings, is it acceptable to propose more than one manufacturer brand as long as there is not more than one machine proposed per any given category? For instance the responding vendor proposes Brand X for all categories except for Black & White V, and uses another manufacturer's product for the Category V entry.	Yes, multiple manufacturers may be included on a Respondent's proposal, but there cannot be more than one machine per segment.
134	General	Regarding the Section I MFD specifications, will the State please clarify those listed as Standard? a. Is it correct that the B&W I, B&W II, Color I, and Color II devices are A4? If yes, are A4 devices acceptable for any other Categories as long as they meet all other specified or amended requirements? b. Will the State accept the proposal of a device that is closest to the page speed but may not meet or exceed it? For example, if a vendor must propose a model that significantly exceeds the ppm requirement such as 10 pages, will it be acceptable to offer the next fastest machine which may fall short of the minimum by 5 ppm? c. Will the State please clarify and expand upon which Section 508 subsections are required to be included in the pricing and which must be available as an added feature or accessory? For instance is it correct that accommodating accessories such as braille readers may not be required for all departments and thus available as needed as an available option; not standard?	a. Please refer to the answer to question #36. b. Per Attachment 6.3, tab B, Respondents must, "propose a model for each segment listed below. Ensure that the proposed model meets or exceeds the minimum specifications. Failure to meet any minimum specifications from this worksheet may result in rejection of your proposal." c. Please refer to the answer to question #34.
135	General	Is the State using only analog fax boards and lines when needed or is there a fax server owned by the State or provided by another vendor? If a fax server is being used, will the State please provide the name and if the new models must be compatible and integrated into it?	The State will provide the requested information to the awarded Contractor.

136	General	Are any of the single function printers under maintenance contracts? If so, is it correct the contract on those devices will end upon acceptance of the recommendations of the new vendor's analysis and proposal for right sizing?	There may be single function printers that have been purchased or rented by Authorized Users that may have maintenance contracts. The choice to proceed with any existing maintenance contract(s) or to terminate and switch to the new contract is at the complete discretion of the State agencies and the terms available under the maintenance contracts.
137	General	Is it correct that the current vendor is responsible for removing all devices placed under the current contract?	Yes, the State's current Contractor is responsible for removing its machines.
138	General	Regarding Attachment 6.9 Information on Current MFD Fleet will the State please a. Separate the State Agencies from the Local Government names? b. Clarify that the local governments, schools, and other State agency accounts listed are not part of the departmental analysis, reporting, and other scope of work requirements specified throughout the solicitation? c. For the State Agencies, will the State please add the following column headings and corresponding information for each machine listed: i. Lease Termination Date ii. Monthly average of actual clicks used per month for up to the last three years (less if not in place for three years or more) iii. Designated additional features or options added beyond the minimum required specifications of current contract.	a. The State has provided sufficient information for respondents to separate this list by State and local government entities. b. Contract requirements apply regardless of the Authorized User. c.i. Each machine has its own agreement. However, the standard agreement is 60 months. c.ii. Please refer to the updated Attachment 6.9. Average monthly clicks by machine have been added. This information was not generated by the State and therefore the State is not able to certify its accuracy. c.iii. The State is not able to provide that information at this time.
139	General	What reporting software is currently in use by the State?	The State of Tennessee runs reports on its People Soft, Oracle software.
140	General	What if any meter data collection agent is being used by the State as a whole or by individual departments?	Agencies are able to manually pull the meter reads on most equipment. The current Contractor is also able to provide meter reads on all equipment.
141	General	Does the envisioned migration from the current contract to the new one include a consolidation of the single function printers in use today?	The State does not have any single function devices on its current SWC 400.
142	General	Please provide an estimate of the quantity of rental equipment placements that have terminated prior to the end of their scheduled term during the current contract.	To date, there have been 139 rental agreements terminated prior to the end of the contract term.

143	General	Please list the electronic document management software applications that would need to be accessible from the operator panel of the equipment for scanning or retrieval.	The State will provide this information to the awarded Contractor.
144	General	How many units/what % of units have been cancelled early (Prior to the entire 60 month term of each unit)?	Please refer to the answer to question #142.
145	General	How does a respondent identify contractual provisions that are required, but are not covered in the pro forma contract?	Please refer to the answer to question #5.
146	General	In the Proforma under section D5. Termination of Rental Charges. Can the State quantify the number of State Agency devices that were terminated early during the last contract term?	Please refer to the answer to question #142.
147	General	Could the State confirm whether or not if Vendor is able to submit more than one manufacturer/product line to best suit a particular segment?	Yes, multiple manufacturers may be included on a Respondent's proposal, but there cannot be more than one machine per segment.
148	General	Are there any Mac users within your environment? a. If so, please provide details on how many there are and also what OS they are operating? b. How do these users authenticate to your network? i. Are they in Active Directory?	The State has approximately 100 Mac users, utilizing a variety of operating systems. No Mac Books are supported by the State but there are several Apple devices that would be in the Active Directory. This information will be gathered and shared with the awarded Contractor(s).
149	General	With respect to your scanning needs, who would be performing the scanning of your documents and how are they doing it today? Please describe the types of documents being scanned and how they are to be named/indexed? a. Will the documents be batch scanned or individual documents?	Authorized Users currently scan their documents using MFDs and scanners. Documents will be scanned by batch and as individual documents.
150	General	If an awarded Vendor's authorized dealer that services the State's contract is bought out by another company, how would this impact the State's contract?	The State is contracted with the awarded Contractor and not the Contractor's authorized dealer. The Contractor would still be responsible for carrying out the terms and conditions set forth in the contract.
151	General	Are respondents allowed to list its authorized dealers as subcontractors to service the State? If yes, what should the respondent do if it wants to add or replace the subcontractors it provided in its proposal?	Respondents are allowed to list its authorized dealers as subcontractors. If additional subcontractors are to be added or ones previously listed are to be replaced, the Contractor must notify the State's Contract Administrator in writing to receive approval.

			Please refer to answer #25 for more information.
152	RFP- Schedule of Events	Will the state consider providing a second Q&A period to address any questions resulting from answers given in the initial Q&A?	Yes, please refer to the revised Schedule of Events to view Respondent's second opportunity to submit Questions and Comments to the State.
153	Attachment 6.10 Workflow Description	It seems that Canon may have helped write the solution specifications. Having said that, to the absolute adherence to the software solution specifications, the only thing that can be submitted is Uniflow. The single platform solution and specifically the "single pane of glass" management system requires a feature of Uniflow that will only work with Canon product, and not any other manufacturer.	With regards to the 'single pane of glass' management portal mentioned in Attachment 6.10., the software proposed for the example workflow should include a functionality to 'monitor device usage and provide detailed reports which can be used for auditing purposes to track costs or usage' from a single device. Please also refer to the definition of 'Single Pane of Glass' in section 1.1.1 of the RFP. The State is not seeking a vendor-specific solution. Secondly, Attachment 6.10 is an example workflow scenario. Please respond to Question C1.15 and C1.16. in a way that addresses the key points and state any assumptions that you have built into your response to the workflow. No potential Respondent assisted in drafting the solicitation.

3. **Delete RFP # 32110-18110, in its entirety, and replace it with RFP # 32110-18110, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **Delete Pro Forma # 32110-18110, in its entirety, and replace it with Pro Forma # 32110-18110, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
5. **Delete Attachment 6.3.- Cost Proposal # 32110-18110, in its entirety, and replace it with 6.3.- Cost Proposal # 32110-18110, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**

6. **Delete RFP # Attachment 6.9.- Information on Current MFD Fleet State and Local, in its entirety, and replace it with Attachment 6.9.- Information on Current MFD Fleet State and Local # 32110-18110, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
7. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.